

ADVANCED CAPABILITIES FOR SALESFORCE® CRM



Enterprise Level Services for an Increasingly Complex Challenge

Company Overview

- Founded in 1999, Eagle Creek Software Services provides consulting and technical expertise to the enterprise.
- We provide Consulting Services in the following areas:
 - CRM - Salesforce®, Siebel, Oracle CRM On-Demand, & Oracle Sales Cloud
 - Application Development – Java, .NET & Drupal
 - Data Integration & Business Intelligence
- 350 + consultants, hundreds of major customers including Fortune 1500 and global companies
- Experience across a breadth of vertical markets and industries
- Our unique U.S. Onshoring delivery model allows customers to balance price, quality and risk in software development and support

Advanced Enterprise Level Services

At the enterprise level, organizations are taking Salesforce® beyond a departmental implementation in order to create a singular information management environment. The need for a successful customer information management strategy is paramount as organizations look to optimize customer relationships and lifecycles.

To successfully meet these challenges you are going to need enterprise level CRM optimization services, and a partner that has the expertise, experience, and delivery method to address these complexities.



- Consolidation of Multiple Instances
- A Broader CRM Requirement
- Integration with Other Systems
- Hybrid Model Integration
- Data Management & De-duplication
- Improved Analytics

Key Differentiators

Eagle Creek Software Services lives and breathes CRM, and we excel in advanced enterprise level CRM enablement. We are the largest US-based onshore service provider specializing in CRM consulting and services. We specialize in supporting today's progressive corporations with their most sophisticated projects.

U.S. Onshoring - A Unique Delivery Model

Businesses are undergoing a digital transformation more revolutionary than the .com era. New technologies, applications and devices are being released to the market at an accelerated pace. The skills dilemma combined with budget constraints mean companies are being compelled to change their IT sourcing strategy. Internal hires and traditional onsite resources remain elusive and expensive. Offshore cannot provide the communication, responsiveness and speed in the new requirement of the Digital Enterprise.

Eagle Creek's U.S. Onshoring combines on site expertise with our offsite (but onshore) delivery platforms. Achieving this consistent and sustainable way to provision consulting capabilities, reduces our customers' backlogs and optimizes their IT budgets. This has meant investing in America; where Eagle Creek has become the leader in U.S. Onshoring.



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Advanced Enterprise Level Services: Consolidation of Multiple Instances

Organizations that have multiple Salesforce® instances experience the "silo effect". These silos can limit the ability to answer many business insight questions and create operational and data governance issues.

Achieving a Broader CRM Requirement

Many business initially adopted Salesforce® for Sales Force Automation (SFA). Overtime the requirement grows into a more expansive CRM system which goes beyond SFA capability, and from "configuration" mode into "development" mode.

Integration with Other Systems

The "silo" effect is also realized when critical corporate systems do not communicate with each other. There are many wide ranging benefits to integrating Salesforce with HR, ERP, Call Center, Legacy Systems and cloud applications.

Hybrid Model Integration

Some companies have determined that a hybrid model consisting of both legacy on-premises and newer cloud solutions works best for them. Integration of both will demand complex customization and integration requiring both the enterprise technology skills and experience in this area.

Data Management & De-duplication

An MDM strategy is required to create a consistent and trusted source of information. Facilitating the convergence of data from multiple platforms and applications is a complex task requiring specialized knowledge and skills.

Improved Analytics

Organizations seeking advanced reporting, OLAP or predictive analytics will need to surpass the out of box capability in order to create an enterprise wide and timely 360 degree view of the customer.

To successfully implement these capabilities you will need advanced enterprise level CRM services, and a partner that has the expertise experience and delivery method to meet this challenge.

